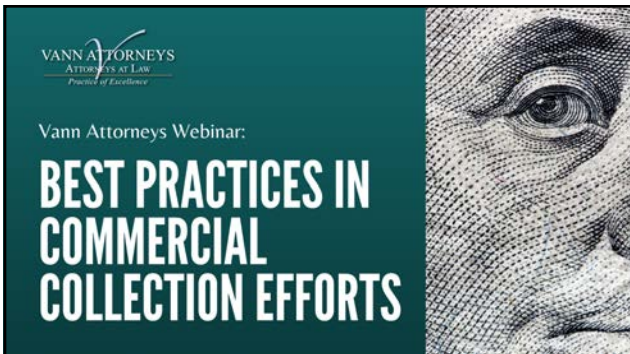
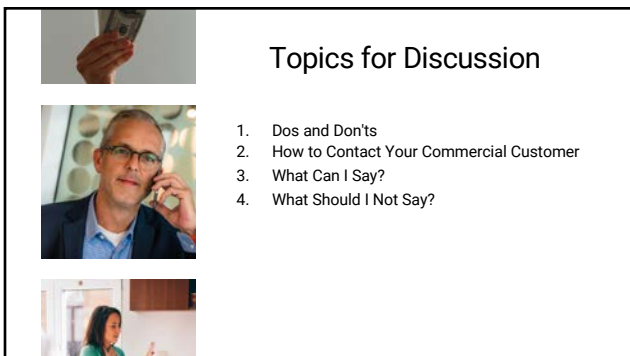




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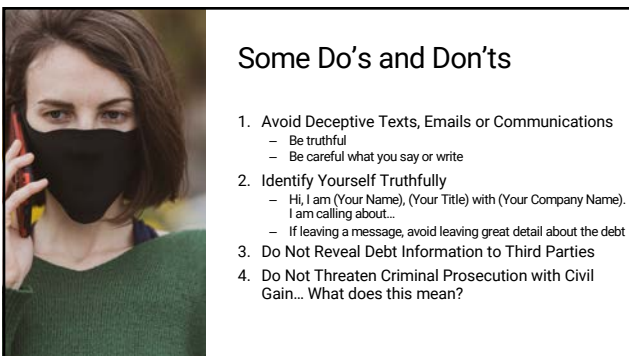
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Some Do's and Don'ts

5. **Contact Your Customer As Soon As The Account Is Past Due.**
 - The longer you wait the longer it may take to collect.
6. **Stick to the Facts/Details.**
 - Avoid emotional conversations with the customer.
 - This is business, not personal.
7. **Make sure It is Easy For Your Customer To Make Payments**
8. **Follow Up With The Customer When Promised Payments Are Not Made.**

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Some Do's and Don'ts

Sample Call:

Hello (Customer's Name), this is (Your Name) with (Your Company Name). I am calling you regarding your account. Our records show that invoices #,# and # are past due. The total past due is \$...

When can we expect payment of the past due amounts?

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Some Do's and Don'ts

Sample Call other Phrases that Might Help:

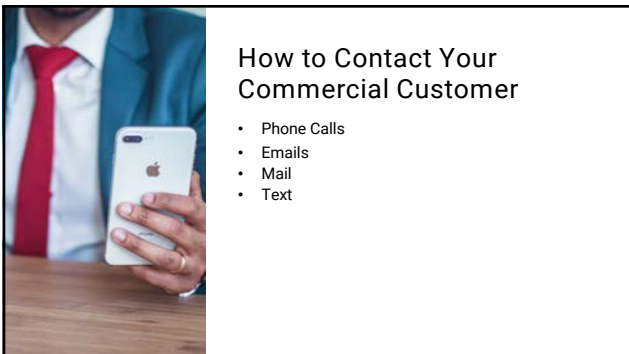
As you know, our terms are next 30 and we want to make sure your account is current so you can have full purchasing power through your credit account.

We look forward to your promised payment in the amount of \$... On or before... (date).

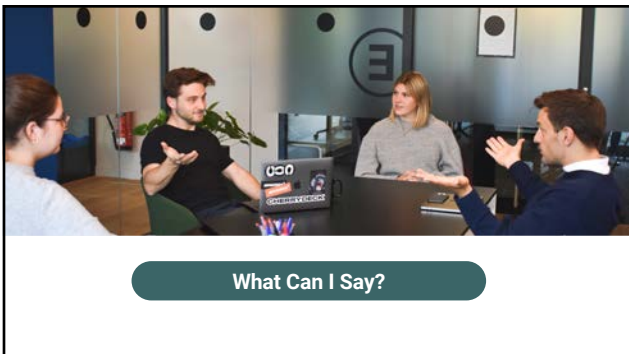
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Suggestions for Getting Your Delinquent Customer on the Phone




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Suggestions for Getting Your Delinquent Customer on the Phone


1. Call direct dial numbers.
2. To avoid voicemail, try to reach the receptionist or other office staff to get your contact on the phone.
3. Try calling at different times of the day.
4. Use different office phones to avoid caller id from giving away who is calling.
5. Call the contacts mobile number.

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Tips for Collection Calls


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Tips for Collection Calls

1. Be prepared for the specific and general excuses.
 1. The check is in the mail. (ask for check number, amount, date written and mailed).
 2. I have a cash flow problem right now. (I understand. Can we set up a payment plan arrangement today?)
 3. I have not received the invoice yet. (I understand. No problem. I will email one to you right now while we are on the phone together.)
2. Know the facts of the account.
3. Think positively.


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Tips for Collection Calls

4. Speak with authority and professionally but also know your audience...
5. Call the customer by name.
6. Listen carefully and take notes from the conversation.
7. Get agreement on specifics of payment as much as possible.

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What Can I Say?

1. When you know who you are talking with:
 1. Details of the debt
 2. Aging of the debt
 3. Last payment amount, etc.
 4. Importance of getting the account paid
 5. Payment options
 6. Verify account information


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What Should I Not Say?

1. No threats
2. No harassment
3. No unprofessional conversation
4. No details on voicemail, email, text, facsimile, etc.

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Questions?

If you have any questions or comments, please let us know.

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